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### Goal Setting Call Example

Time	Coaching Segment	Key Points
0:00	Introduction Phase	<ul style="list-style-type: none"><li>• Coach completes required steps to introduce program</li><li>• Invites participant to be active/engaged</li></ul>
1:50	Exploration Phase: Outcome goal	<ul style="list-style-type: none"><li>• Open-ended question to get conversation going</li><li>• Define a realistic goal</li></ul>
4:00	Exploration Phase: Motivation and Confidence	<ul style="list-style-type: none"><li>• Assess motivation and discuss as needed</li><li>• Assess confidence and discuss as needed</li></ul>
7:15	Exploration Phase: Biometric Data	<ul style="list-style-type: none"><li>• Gathers required biometric data (blood pressure, blood glucose level, cholesterol, etc.)</li></ul>
7:30	Exploration Phase: Assess Social Cognitive Theory Domains	<ul style="list-style-type: none"><li>• Coach explores environmental, personal, behavioral aspects of social cognitive theory</li><li>• Participant reveals a barrier to “getting started” due to business travel (Environment domain of social cognitive theory)</li><li>• Participant reveals “myself” as a possible barrier (Personal domain of social cognitive theory)</li></ul>
9:40	Insight Phase: Strengths	<ul style="list-style-type: none"><li>• Coach summarizes participant’s strengths (high activity level; awareness about portion control)</li></ul>
11:00	Insight Phase: Barriers	<ul style="list-style-type: none"><li>• Coach summarizes participant’s barriers (eating during business travel, meal timing)</li></ul>
11:55	Insight Phase: Agenda Setting	<ul style="list-style-type: none"><li>• Collaboration to refine agenda and focus on topic(s) that will make the biggest difference in reaching the outcome.</li></ul>
13:15	Action Phase: Planning	<ul style="list-style-type: none"><li>• Collaboration to identify a specific action plan to address the participant’s barrier.</li></ul>
14:45	Action Phase: Resources	<ul style="list-style-type: none"><li>• Coach provides resources to help with overcoming the participant’s barrier.</li></ul>
15:10	Action Phase: Planning	<ul style="list-style-type: none"><li>• Coach starts plan with focus on one key behavior: regular weighing.</li><li>• Modifies plan since participant already does this</li></ul>
16:30	Action Phase: Planning	<ul style="list-style-type: none"><li>• Collaborate on plan for second key behavior: tracking food.</li></ul>
18:50	Closing Phase	<ul style="list-style-type: none"><li>• Coach engages participant in summary of next steps</li><li>• Encouragement to call in and scheduling of next call</li></ul>



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### Nutrition Call Example

Time	Coaching Segment	Key Points
0:00	Introduction Phase	<ul style="list-style-type: none"><li>• Coach completes required steps to introduce program</li><li>• Invites participant to be active/engaged</li></ul>
1:15	Exploration Phase: Outcome Goal	<ul style="list-style-type: none"><li>• Open-ended question &gt; participant reveals barrier</li><li>• Define a realistic goal (change from previous call)</li></ul>
2:40	Exploration Phase: Social Cognitive Theory Domains (Personal)	<ul style="list-style-type: none"><li>• Explore steps participant is taking and challenges she is experiencing</li><li>• Awareness gained of how to manage future similar situations</li></ul>
5:45	Exploration Phase: Motivation and Confidence	<ul style="list-style-type: none"><li>• Assess motivation and discuss as needed</li><li>• Assess confidence and discuss as needed</li><li>• Explore to further understand barriers and reasons for low confidence.</li></ul>
9:20	Exploration Phase: Social Cognitive Theory Domains (Environment)	<ul style="list-style-type: none"><li>• Coach explores Environmental domain of social cognitive theory to understand how the participant's home environment and social support network are set up for success.</li></ul>
11:15	Exploration Phase: Social Cognitive Theory Domains (Behavioral)	<ul style="list-style-type: none"><li>• Participant steers discussion into Behavioral domain when talking about her behavioral changes (yoga and walking)</li></ul>
14:20	Insight Phase: Agenda Setting	<ul style="list-style-type: none"><li>• Collaboration to refine agenda and focus on topic(s) that will make the biggest difference in reaching the</li></ul>
15:00	Insight Phase: Strengths	<ul style="list-style-type: none"><li>• Coach summarizes participant's strengths (activity in the program, positive vision of the future, supportive environment)</li></ul>
15:50	Insight Phase: Barriers	<ul style="list-style-type: none"><li>• Coach summarizes participant's potential barriers (adjustment time to new changes and waning motivation)</li></ul>
16:45	Action Phase: Planning	<ul style="list-style-type: none"><li>• Collaborate to identify proactive steps to keep a "big picture" perspective and sustain motivation.</li></ul>
18:45	Action Phase: Resources	<ul style="list-style-type: none"><li>• Coach provides online resources for motivation</li></ul>
20:25	Closing Phase	<ul style="list-style-type: none"><li>• Coach engages participant in summary of next steps</li><li>• Coach augments plan by reminding participant to continue with 3 key behaviors (weighing, food tracking, increasing physical activity)</li><li>• Encouragement to call in and scheduling of next call</li></ul>



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### Flexible Agenda Example (18 minutes)

Time	Coaching Segment	Key Points
1:35	Introduction Phase	<ul style="list-style-type: none"><li>• Coach completes required steps to introduce program</li><li>• Invites participant to be active/engaged</li></ul>
2:30	Exploration Phase: Outcome goal	<ul style="list-style-type: none"><li>• Coach confirms participant's outcome goal (i.e. improving nutrition from a 7 of 10 to a 10 of 10) and gets current rating</li></ul>
2:55	Exploration Phase: Motivation and Confidence	<ul style="list-style-type: none"><li>• Assess motivation and discuss as needed</li><li>• Assess confidence and discuss as needed</li></ul>
3:05	Exploration Phase: Assess SCT Domains	<ul style="list-style-type: none"><li>• Coach explores successes and challenges and checks in on Action plan (participant on track with some behaviors but not others)</li><li>• Participant identifies his biggest barrier to improving nutrition is lack of ideas for incorporating fruits and vegetables into diet (a possible barrier in the Behavioral domain)</li></ul>
7:00	Insight Phase: Strengths	<ul style="list-style-type: none"><li>• Coach summarizes participant's strengths (meeting initial goal of eating more vegetables, weighing regularly, and experimenting with the food tracking)</li></ul>
7:40	Insight Phase: Barriers	<ul style="list-style-type: none"><li>• Coach summarizes participant's barriers (lack of thoughtful planning and getting stuck in routine)</li></ul>
7:55	Insight Phase: Agenda	<ul style="list-style-type: none"><li>• Collaboration to refine agenda and focus on brainstorming ideas to increase fruits and vegetables</li></ul>
8:00	Action Phase: Planning	<ul style="list-style-type: none"><li>• Coach provides brief assessment of participant's barrier to check agreement with participant.</li></ul>
11:00	Action Phase: Education	<ul style="list-style-type: none"><li>• Coach reviews calorie needs set in previous call and educates on the potential need for added healthy snacks, including some tips for adding vegetables as snacks.</li></ul>
12:50	Action Phase: Resources	<ul style="list-style-type: none"><li>• Coach provides relevant online resources about snacks and adding fruits and vegetables.</li></ul>
13:30	Action Phase: Planning	<ul style="list-style-type: none"><li>• Coach addresses one of the key behaviors: food journaling and provides education about the benefits of keeping a food journal relevant to the participant's goal of improved nutrition.</li></ul>
14:30	Action Phase: Education	<ul style="list-style-type: none"><li>• Coach provides education about portion sizes of fruits and vegetables with reference to the Mind &amp; Body Eating Plan.</li></ul>
15:30	Closing Phase	<ul style="list-style-type: none"><li>• Coach engages participant in summary of next steps</li><li>• Encouragement to call in and scheduling of next call</li></ul>